

20. (New) The software of Claim 15, in which the instructions further comprise instructions for:

maintaining consecutive sequence numbers in the real time protocol (RTP) packets output from the available one of the plurality of media handlers from successive selected ones of the media sources configured in the configuring act during a customer contact session with the calling one of the customers.

REMARKS

Applicant preliminarily amends the original Claims as filed with the addition of Claims 8-20. Support for the amended claims can be found throughout the specification. Claims 1-20 are now present for examination.

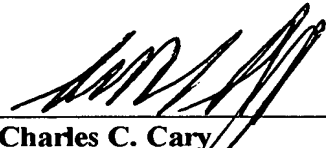
Entry of the proposed preliminary amendment is respectfully requested. Attached hereto is a marked-up version of the changes made to the claims by the current amendment. The attached page is captioned "**Version with markings to show changes made.**"

Favorable consideration is respectfully solicited.

Respectfully submitted,
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Date: April 17, 2002

Signed: _____


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